

March 01, 2001

RE: 2500013475240  
3947 W Polk ST FL 1

MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Para una explicacion de esta carta en Espanol, llame (866) 556-6003.

**IMPORTANT NOTICE**

Dear Customer:

Your gas bill is overdue. To maintain a good credit record, it is important to make timely payments.

The national problem of increased natural gas costs and this year's colder weather have increased gas bills for many of our customers. To help you become current with your gas bills, we are offering the following payment arrangements for you:

**LEVELIZED PLUS**

You will be billed for a "levelized" amount each month for twelve months, with a portion going toward your past due bills, and the remainder applied toward future bills. A down payment of ten percent of your total amount owing is required.

**CURRENT PLUS**

You will be billed for your current bill in full each month, plus a portion of your past due bill, for up to twelve months. A down payment of ten percent of your total amount owing is required.

**BUDGET PAYMENT PLAN**

If all past due balances can be paid in full, you may enroll in our Budget Payment Plan. You will be billed for a levelized installment amount each month. The installment will be adjusted periodically to account for any changes in usage. During the twelfth month, a settlement bill is issued for the difference between payments and actual usage.

**FINANCIAL ASSISTANCE**

For applications and requirements for the Low Income Home Energy Assistance Program (LIHEAP), contact the Community and Economic Development Association (CEDA) at (312) 456-4100.

Share the Warmth is a program designed to assist customers that are not eligible for LIHEAP. The Salvation Army administers the program. For the location of a Salvation Army office near you, call (773) 725-1100.

Sincerely,

Peoples Energy

Attachment

XXXX



March 30, 2001

RE: 2500013475240  
3947 W Polk ST FL 1

MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Para una explicacion de esta carta en Espanol, llame (866) 556-6003.

**CONTACT US FOR PAYMENT ARRANGEMENTS**

Our records indicate that your gas bill is past due. Please remember that, in order to maintain continued gas service and good credit with us, it is important to make timely payments on your gas account. To help you become current with your gas payments, we are offering the following payment options:

**CURRENT PLUS**

You will be billed for your current bill each month, plus a portion of your past due bill, for up to twelve months. A down payment of your total amount owing is required.

**LEVELIZED PLUS**

You will be billed for the same amount each month for up to twelve months, with a portion going toward your past due bills, and the remainder applied toward future bills. A down payment of your total amount owing is required.

**BUDGET PAYMENT PLAN**

If all past due balances can be paid in full, you may enroll in our Budget Payment Plan. You will be billed for the same installment amount each month. The installment will be adjusted periodically to account for any changes in usage. During the twelfth month, a settlement bill is issued for the difference between payments and actual usage.

**FINANCIAL ASSISTANCE**

For applications and requirements for the Low Income Home Energy Assistance Program (LIHEAP), contact the Community and Economic Development Association (CEDA) at (312) 456-4100.

Call us at (866)556-6001, or visit us in person at any of our neighborhood offices listed below.

**PEOPLES GAS CUSTOMER SERVICE OFFICES**  
Monday - Friday from 8:15 AM - 5:00 PM

1455 N.MILWAUKEE AVENUE  
401 S. STATE STREET  
1920 E. 95th STREET



March 02, 2002

RE: 2-5000-1347-5240  
3947 W Polk ST FL 1

MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Dear Customer:

Your total account balance with Peoples Energy is presently \$712.87 and \$642.96 is past due. If you have already mailed your payment, thank you. If not, please do so as soon as possible to avoid additional late fees.

A lack of timely payments can adversely affect your credit rating and may affect your ability to obtain credit in the future. Please consider the following payment arrangement that will help you maintain good credit history.

You can enter into a payment agreement automatically by paying \$237.62, which is 1/3 of your total account balance. The remaining balance will be billed with your current bill over the next 6 months. This will place your account in good standing, and will result in positive information being sent to credit bureaus.

This offer will expire on 03-15-2002. Thank you in advance and we look forward to receipt of your payment.

PEOPLES  
ENERGY  
Peoples Gas

May 01, 2002

RE: 2-5000-1347-5240  
3947 W Polk ST FL 1

MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Dear Valued Customer:

Your total account balance with Peoples Energy is presently \$542.15, and \$482.56 of this amount is past due utility charges.

If you have already mailed your payment, thank you. If not, please do so as soon as possible to avoid a late fee.

Peoples Energy reports payment histories to credit bureaus. The timely payment of your bill will help you to maintain a good credit history.

Your attention to this matter would be greatly appreciated. If you have already mailed you payment, thank you.

PEOPLES  
ENERGY  
Peoples Gas

May 31, 2002

RE: 2-5000-1347-5240  
3947 W Polk ST FL 1

MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Dear Customer:

Your total account balance with Peoples Energy is presently \$507.14, and \$442.15 of this amount is past due gas utility charges.

Your service is at risk of being disconnected. Disconnection of your gas service is both inconvenient and costly. If your service is disconnected, you will be required to pay your total amount due, a security deposit and a reconnection charge to restore your service.

In addition, Peoples Energy reports your payment history to credit bureaus. Your credit rating may be adversely affected for non-payment of your bill.

If you need payment assistance, please call us at 1-866-556-6001 (en Espanol 1-866-556-6003). We have several payment plan options that may be available to you:

**Current Plus**

You will be billed for your current bill in full each month, plus a portion of your past due bill. A down payment is required.

**Levelized Plus**

You will be billed for the same amount each month for up to twelve months, with a portion going toward your past due bills and the remainder applied toward future bills. A down payment is required.

Thank you for your attention to this matter. If you have already mailed your payment, thank you.

IMPORTANT - READ THIS IMMEDIATELY		Date Issued	Account Number	Amount Due
If you do not want your gas service shut off, you must pay \$407.14 before 07-08-02		06/28/02	2-5000-1347-5240	\$407.14

**CUSTOMER**

**CHARGES**

Name Maxine Johnson  
Account Number 2 5000 1347 5240  
Service Address 3947 W POLK ST FL 1  
CHICAGO IL 60624-4020  
Phone Number (773)722-4499  
Service Classification Rate 1 - Small Residential Service  
Heating Account YES

Past Due Bill Amount  
Now Due

\$407.14



**MESSAGES**

Disconnection of service is both inconvenient and costly.

We report payment histories to credit bureaus. Your credit rating may be adversely affected for non-payment of your bill. Should your service be disconnected, you will be required to pay 100% of your bill, a security deposit and a reconnection charge of up to \$200.00.

To make payment arrangements, please call our Customer Care Center toll-free at 1-866-556-6001 (en Espanol 1-866-556-6003). Representatives are available 24 hours, Monday at 7am through Saturday at 4pm. You may also make payment arrangements at one of our neighborhood office locations listed on the back of this notice, Monday through Friday at 8:15am to 5pm.

Please refer to the back of this notice for information on Medical Certificates.

Espanol

La desconexión del servicio de gas es inconveniente como costoso.

La compañía reporta el historial de pagos a las oficinas del Credit Bureau. Su crédito puede ser afectado negativamente por el incumplimiento del pago de su factura. Si su servicio es desconectado, tendría usted que pagar el 100% de su factura, depósito, y un cargo de reconexión de hasta \$200.00.

Para un plan de pagos, por favor llame a nuestro teléfono gratuito Servicio al Cliente 1-866-556-6003. Nuestros representantes están disponibles 24 horas de Lunes a Viernes, El Sábado de 7:00am a 4:00pm. Si necesita visitar nuestras oficinas puede encontrar las direcciones al reverso de esta notificación. El horario de nuestras oficinas es de Lunes a Viernes de 8:15am a 5pm.

Por favor, consulte el reverso de esta notificación para recibir información sobre certificados médicos.

IMPORTANT: READ THIS IMMEDIATELY!	Date Issued	Account Number	Amount Due
If you do not want your gas service shut off, you must pay \$200.00 before 10-11-02	10/02/02	2-5000-1347-5240	\$200.00

**CUSTOMER**

Name **Maxine Johnson**  
 Account Number **2 5000 1347 5240**  
 Service Address **3947 W POLK ST FL 1**  
**CHICAGO IL 60624-4020**  
 Phone Number **(773)722-4499**  
 Service Classification **Rate 1 - Small Residential Service**  
 Heating Account **YES**

**CHARGES**

Past Due Bill Amount **\$200.00**  
 Now Due

**FINAL NOTICE**  
**PRIOR TO**  
**DISCONNECTION**

**MESSAGES**

We report payment histories to credit bureaus. Non-payment of your bill could adversely affect your credit rating. If service is disconnected, you will be required to pay 100% of your bill, a security deposit and a reconnection charge of up to \$200.00.

To pay by credit card, call 1-888-256-6445. To make payment arrangements, please call toll free at 1-866-556-6001. Representatives are available 24 hours, Monday through Friday, Saturday 7 a.m. to 4 p.m. Payments can also be received at our neighborhood locations, Monday through Friday 8:15 a.m. to 5 p.m.

La compañía reporta el historial de pagos a las oficinas del Credit Bureau. Su crédito puede ser afectado negativamente por el incumplimiento del pago de su factura. Si su servicio es desconectado, tendría usted que pagar el 100% de su factura, depósito, y un cargo de reconexión de hasta \$200.00.

Para pagar con tarjeta de crédito, llame al 1-888-256-6445. Para un plan de pagos, por favor llame a nuestro teléfono gratuito al 1-866-556-6003. Nuestros representantes están disponibles 24 horas de Lunes a Viernes, el Sábado de 7 a.m. a 4 p.m. Pagos pueden ser realizados en nuestras oficinas del Servicio al Cliente. El horario es de Lunes a Viernes de 8:15 a.m. a 5 p.m.



October 30, 2002

RE: 2-5000-1347-5240  
3947 W Polk ST FL 1

MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

**YOUR GAS SERVICE IS SCHEDULED FOR DISCONNECTION**

Disconnection is both inconvenient and costly. Should your service be disconnected, you will be required to pay 100% of your bill, a security deposit, and a reconnection charge of \$243.54 if service is disconnected by excavating, \$48.71 if disconnected at the service valve, or \$97.42 if your meter is removed.

In addition, Peoples Energy reports your payment history to credit bureaus. Your credit rating may be adversely affected by non-payment of your bill.

To avoid interruption of gas service, please pay your outstanding balance or make payment arrangements immediately. You can pay by credit card by calling 1-888-256-6445. You can also pay your bill in one of our offices located at 401 S. State Street, 1455 N. Milwaukee Avenue and 1920 E. 95th Street.

If the past due amount has been paid, please disregard this letter.



IMPORTANT: READ THIS IMMEDIATELY	Date Issued	Account Number	Amount Due
If you do not want your gas service shut off, you must pay \$200.00 before 05-05-03	04/25/03	2-5000-1347-5240	\$200.00

CUSTOMER	CHARGES
Name: Maxine Johnson Account Number: 2 5000 1347 5240 Service Address: 3947 W POLK ST FL 1 CHICAGO IL 60624-4020 Phone Number: (773)722-4499 Service Classification: Rate 1 - Small Residential Service Heating Account: YES	Past Due Bill Amount: \$200.00 Now Due

# FINAL NOTICE PRIOR TO DISCONNECTION

YOU MUST MAKE ARRANGEMENTS TO PAY THE TOTAL AMOUNT DUE IMMEDIATELY TO AVOID LOSS OF GAS SERVICE.

- We have reported your payment history to a credit bureau and your credit rating will be adversely affected.
- Failure to pay may result in referral to a collection agency.
- If service is disconnected, you will be required to pay 100% of your account balance, a security deposit and a reconnection charge of up to \$245.

You may be able to make arrangements for extended payments to avoid disconnection by calling us toll free at 1-866-556-6001. Representatives are available Mon-Fri, 24-hours per day and Sat from 7am-4pm. To pay your gas bill by credit card, simply call 1-888-256-6445. A \$4.95 fee per \$400 transaction will apply. Payments can also be received at one of our neighborhood locations listed on the back of this statement.

*Debe hacer arreglos para pagar el saldo total de su cuenta inmediatamente y asi evitar la desconexión de su servicio de gas.*

- Hemos enviado su historial de pago a una oficina de crédito y su crédito será afectado negativamente.
- El no pagar el saldo de su cuenta puede resultar en que su cuenta sea remitida a una agencia de cobranza.
- Si su servicio de gas es desconectado por falta de pago, usted tendrá que pagar 100% del saldo pendiente en su cuenta, un depósito de seguridad y un cargo por reconexión hasta de \$245.

Llame al teléfono gratuito 1-866-556-6003 para saber si podría pagar a plazos el saldo de su cuenta y así evitar desconexión de su servicio de gas. Nuestros representantes están disponibles 24 hr al día, de lunes a viernes, y de 7am-4pm los sábados. Si desea pagar su factura con una tarjeta de crédito, simplemente llame al 1-888-256-6445. Se le cobrarán \$4.95 por cada transacción de \$400. También puede hacer pagos en una de nuestras oficinas locales lista de direcciones al dorso de este informe.

*Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.*

## PAYMENT COUPON

Account Number: 2-5000-1347-5240

Service is subject to being discontinued on or after 05-05-03 because you owe \$200.00

|||||  
MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Amount Paid ..... \$ .....  
If paying by mail, please allow 5 days for delivery.

PEOPLES GAS  
CHICAGO IL 60687-0001

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IMPORTANT: READ THIS IMMEDIATELY!	Date Issued	Account Number	Amount Due
If you do not want your gas service shut off, you must pay \$200.00 before 07-07-03	06/25/03	2-5000-1347-5240	\$200.00

CUSTOMER	CHARGES
Name Maxine Johnson Account Number 2 5000 1347 5240 Service Address 3947 W POLK ST FL 1 CHICAGO IL 60624-4020 Phone Number (773)826-3842 Service Classification Rate 1 - Small Residential Service Heating Account YES	Past Due Bill Amount \$200.00



YOU MUST MAKE ARRANGEMENTS TO PAY THE TOTAL AMOUNT DUE IMMEDIATELY TO AVOID LOSS OF GAS SERVICE.

We have reported your payment history to a credit bureau and your credit rating will be adversely affected.

Failure to pay will result in referral to a collection agency.

If service is disconnected, you will be required to pay 100% of your account balance, a security deposit and a reconnection charge of up to \$245.

You may be able to make arrangements for extended payments to avoid disconnection by calling us toll free at 1-866-556-6001. Representatives are available 24 hours a day, 7 days a week, from 7am-4pm. To pay your gas bill by credit card, simply call 1-888-256-6445. A \$4.95 fee per \$400 transaction will apply. Payments can also be received at one of our neighborhood locations listed on the back of this statement.

Para hacer arreglos para pagar el saldo total de su cuenta inmediatamente y así evitar la desconexión de su servicio de gas.

Ya hemos enviado su historial de pago a una oficina de crédito y su crédito será afectado negativamente.

Si no pagar el saldo de su cuenta resultará en que su cuenta sea remitida a una agencia de cobranza.

Si su servicio de gas es desconectado por falta de pago, usted tendrá que pagar 100% del saldo pendiente en su cuenta, un depósito de seguridad y un cargo por reconexión hasta de \$245.

Para más información llame al teléfono gratuito 1-866-556-6003 para saber si podría pagar a plazos el saldo de su cuenta y así evitar desconexión de su servicio de gas. Nuestros representantes están disponibles 24 hr al día, de lunes a viernes, y de 7am-4pm los sábados. Si desea pagar su factura con una tarjeta de crédito, simplemente llame al 1-888-256-6445. Se le cobrarán \$4.95 por cada transacción de \$400. También puede hacer pagos en una de nuestras oficinas locales lista de direcciones al final de este informe.

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

# PAYMENT COUPON

Account Number: 2-5000-1347-5240

Service is subject to being discontinued on or after 07-07-03 because you owe \$200.00

|||||  
MAXINE JOHNSON  
3947 W POLK ST FL 1  
CHICAGO IL 60624-4020

Amount Paid ..... \$ .....  
If paying by mail, please allow 5 days for delivery.

PEOPLES GAS  
CHICAGO IL 60687-0001

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